EVIDENCE RETRIEVAL REQUEST

please fill out this form and include in the box with your system

AGENCY: _____

CASE #: CS- _____

CONTACT: _____

EMAIL: _____

PHONE: ( ) _____

SHIP TO: ATTN: _____

STREET: _____

CITY, STATE, ZIP: _____

VIDEO REQUEST DETAILS:

in general, all video from a device is retrieved, but if you're looking for something specific, list it here

DATE	TIME	DETAILS (vehicle color, suspect description, etc.)

If you need video files retrieved from your device, you must request this when contacting Support. If you do not request this, your device is sent through our diagnostic process, which erases the storage component, and the video files are no longer recoverable.

We attempt to recover video files from your device, but it is not a guaranteed process. Many things can prevent this recovery process including, but not limited to, physical damage to the hard disk, solid state drive, or other storage component. Video files recovered from your device may or may not be suitable for import into Evidence Library. If not, most video playback software will open and play these files.

The typical turnaround time for a Video Retrieval is six weeks from the time we receive the unit.

Once your files are transferred to discs or drive(s) to be sent to you, they are removed from our systems. The files are then sent to you via UPS Ground.

415 CENTURY PKWY • ALLEN TX • 75013
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (214) 383-5982
www.WatchGuardVideo.com